

Strategic Plan FY 2002-2004  
Activity Purpose and Measures:

<b>Program</b>		<b>Management Services</b>	
<b>Activity</b>		<b>Fair Hearings Services</b>	
<b>Activity Purpose Statement</b>		The purpose of the Fair Hearings Activity is to provide appeal services to Department of Human Services' clients and employees so they can address issues in a timely manner..	
<b>Services that Comprise the Activity</b>		Hearing Requests Services Hearings Services Appeals Resolutions Services Appeal Coordination Services	
<b>Activity Performance Measures (Measure &amp; Target)</b>		<b><u>Results:</u></b> % of issues addressed within a timely manner	<b><u>Demand:</u></b> # of anticipated hearing requests
		<b><u>Output(s):</u></b> # of hearings requested # of hearings # of appeals resolutions	<b><u>Efficiency:</u></b> \$ per appeal resolution
<b>Responsible Employee(s)</b>		Sylvia Anderson	